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ABSTRACT

This document summarizes findings of a Fall 1998 survey assessing student satisfaction with services at Miami-Dade Community College (MDCC). The 40-question survey was similar to those administered to graduating and enrolled students in 1993 and 1994, respectively. However, caution should be exercised in comparing responses from graduating students to a cross-section sample of enrolled students, since graduating students who have been successful in pursuing educational goals may rate services higher. The 5,118 students in the 1998 sample appear to be representative of the student population as a whole in terms of gender and ethnicity. Compared to the whole student body, respondents were more likely to be full-time, new students and less likely to be vocational students. Eighty-five percent of students report being satisfied and 23% of those being very satisfied overall, with MDCC. Specific satisfaction ratings vary somewhat by campus, and by survey question. Generally, 1998 respondents rate effectiveness of services at a lower level than in previous surveys. A brief written description of survey results is followed by 13 tables of summary results--collegewide and by campus, by when students report taking most of their classes, and by part-time/full-time status. The survey instrument is included in Appendix A. (PGS)

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HOW DO ENROLLED STUDENTS EVALUATE MIAMI-DADE COMMUNITY COLLEGE SERVICES?

Research Report No. 99-09R

November 1999

Miami-Dade Community College District Administration

Institutional Research

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Miami-Dade Community College

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Research Report No. 99-09R

November 1999

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How Do Enrolled Students Evaluate Miami-Dade Community College Services?

Introduction

This report presents the findings from an Enrolled Student Survey administered to Miami-Dade Community College students during Fall Term 1998-1. The survey assessed student satisfaction with services received at M-DCC. Most of the items were taken from previous surveys administered to graduating and enrolled students by Institutional Research in 1993 and 1994 respectively. By using the same or similar items, we are able to capture changes in student opinions related to the effectiveness of these services. A number of questions were also included to gather specific demographic information about students to supplement the information that is available on student data files. A copy of the survey instrument is included in Appendix A. Results are presented college-wide and by campus, by when students report taking most of their classes, and by part-time/full-time status.

Course sequences (excluding ESL/ENS and non-credit courses) were selected randomly from each campus to yield a 10% sample college-wide (approximately). Students completed the surveys in the classrooms and survey materials were processed by the Campus Testing Departments. Results were analyzed by Institutional Research using SAS programming.

Table 1 displays characteristics of the 5,118 students who responded to the survey. Respondents appear to be representative of the college population as a whole in terms of gender and ethnicity. A number of differences between the sample and the student body should be noted however.

The percent of students reporting full-time status was higher in the sample (42%) than in the credit student population (31%) for Fall Term 1998-1. A higher proportion of students in the sample reported having no earned credits at the time of survey administration (26.2% compared with 18.2% in the fall enrollment). The high participation of such new students in the survey process may influence the results since newer students have had less experience with the services available to them and may be less able to rate them appropriately. This should be considered when making comparisons to results obtained in previous surveys of enrolled students where the proportion of students with no cumulative credits earned was lower, and certainly when comparing with responses given by graduating students in previous surveys.

Vocational students were notably underrepresented in the sample (less than 2% of the sequences selected were vocational courses). Future survey efforts will target vocational and ESL/ENS students to elicit feedback from these student groups.

Demographic Information

Table 2 illustrates some additional characteristics of students in the sample and provides some interesting insights into M-DCC students. A quarter of the students reported taking most of their classes in the evenings (26.1%), but the majority (60.2%) reported attending classes mostly in the mornings. A small percentage (1.4%) reported taking most of their classes on the weekends, which may be due to course scheduling, student demand, or simply sampling distribution.

Almost a third of the students reported working at least 40 hours a week (30.3%), with an additional 11.2% working 35-39 hours a week. Less than a quarter (22%) reported not working at all. Almost a quarter of the students reported annual household incomes of greater than $40,000, but 17.1% reported incomes of less than $10,000. A significant characteristic of the M-DCC student is the percentage who are 'first generation' college students – neither parent having attended college. More than half of the respondents (52%) were in this category.

Part I: Ratings of Services

In this section students were asked to respond to questions about fourteen different services provided by the College. They were asked to indicate if they knew about the service, if they used the service, and finally if they were satisfied with the service received. The items in this section were taken from the Graduating Student Survey administered in 1994. While results can be compared with those obtained in the previous survey, we should be cautious in our comparisons since the current enrolled student sample is likely to differ from a sample of graduating students. Presumably, the graduating students have been successful in pursuing their educational goals at M-DCC and using the services, therefore, they may report a higher level of satisfaction with the services than reported by a cross sectional sample of enrolled students.

College-wide and campus results are presented in Table 3. The first three columns show the number and percent of students who used the service and the percent of users who were satisfied with the service. Results are split on the basis of usage: 50% or more used the service (top grouping) or fewer than 50% used the service (bottom grouping). Within these two groupings, results are sorted high-to-low by the percent of users who were satisfied. On the whole, the majority of students who used any given service were satisfied with the service they received (no rating fell below 60%).

College-Wide Results

Seven items appear among the most frequently used services in the College, and the top rated of these is the ***Library*** with 88.7% of users satisfied with the service. Ninety three percent of the graduating students in the previous survey reported being satisfied with the library.

Next was ***Testing Services*** with 87.5% satisfied with the service. This compares with the 90.2% satisfaction rating obtained in the previous survey.

The ***Reading, Writing, Math, or Study Skills Labs*** received an 87.1% satisfaction rating. This is very close to the 88.4% rating obtained in the previous survey for the labs.

Approximately 90% of students reported having used the ***Admissions and Registration*** service and of those, 86.4% were satisfied with the service. This compares with the 90.4% satisfaction rating for this area obtained in the 1994 Graduating Student Survey.

Approximately three-quarters (74.2%) of the students who used the ***Advisement and Counseling*** service reported being satisfied with the service. In the previous Graduating Student Survey, 81% of the users reported being satisfied with advisement and counseling received at the College.

The ***Bookstore*** had the highest percentage of students using the service – 91.2%. About 74% of the students who used the bookstore reported being satisfied. This is considerably lower than the 89.2% satisfaction rating obtained in the previous Graduating Student Survey.

For the ***Financial Aid*** area, approximately 60% of students reported using the service, with 71.4% satisfied with the service received. This is also lower than the 80.9% satisfaction rating obtained in the previous Graduating Student Survey.

For the seven less frequently used services, slightly over 45% of the students did not know about ***Cultural Programs and Events*** at M-DCC, but 87.5% of the students who participated were satisfied. In the previous Graduating Student Survey, 18% did not know about cultural programs and events and close to 90% of those who participated were satisfied.

Campus Security received an 83.4% satisfaction rating by students who used the service. This is slightly higher than the 81% satisfaction rating obtained in the previous Graduating Student Survey.

Almost 40% of the students did not know about the ***Recreation and Athletic Programs*** offered at the College, but of those who participated in some way in the programs, 83.1% were satisfied. This compares with 92.3% of the graduating students in the previous survey who reported being satisfied with recreation and athletic programs.

Almost 83% of the students who used ***Career Planning Services*** reported being satisfied, although 45% did not know about the services. This satisfaction rating is similar to that obtained in the previous survey (83.3%).

Tutoring Services received an 80% satisfaction rating from students who used the service. Only 24.4% of students reported using tutoring services and 26.1% did not know that tutoring was available. In the previous survey, only about 15% of the students were unaware of available tutoring services, approximately 30% had used the services, and 80.9% were satisfied if they used the services. Again, it should be emphasized that the previous survey was of graduating students who had more time to become familiar with, and take advantage of, the services.

Almost 76% of the students who used the ***Cafeteria*** reported being satisfied compared with 83.9% of graduating students in the previous survey.

Of the students who used ***Job Placement Services***, 69.8% reported being satisfied. Almost 44% of the students did not know about the service. This satisfaction rating is slightly higher than the rating obtained in the previous survey (68.3%).

Campus Results

Campus details focus on the high and low rated items, and those that differed by more than 5 percentage points from the combined college-wide rating.

In general, **North Campus** results follow the same pattern as college-wide results. The Library received the highest satisfaction rating for services used by 50% or more of students (91.6% satisfied). The Bookstore received the lowest rating in this group with 68.7% of students satisfied compared with 73.8% for students college-wide. For services used by fewer than 50% of students, Recreation & Athletic Programs received the highest satisfaction rating (91.1%) which was well above the college-wide average (83.1%).

For **Kendall Campus**, the Library received the highest satisfaction rating for services used by 50% or more of students (89.6% satisfied), and Advisement and Counseling received the lowest (70.7% satisfied compared with 74.2% college-wide). The Cafeteria is among the high use services at Kendall and 79.9% of students were satisfied with the service. The Bookstore was also among the high use services and received a rating of 79.9% satisfied from Kendall students compared with 73.8% college-wide. Financial Aid had a usage rate of 46.6% and received a satisfaction rating of 63.8% among Kendall students compared with 71.4% college-wide.

The Testing Office on **Wolfson Campus** received the highest satisfaction rating (87.3%) for services used by 50% or more of students, which is about the same as the 87.5% rating received college-wide by this service. Financial Aid received the lowest rating in this group (74.8% satisfied) but was rated higher than the college-wide average (71.4%). For services used by fewer than 50% of students, four areas received ratings that were at least 5 percentage points lower than the college-wide average: Tutoring Services received a satisfaction rating of 69.3% by Wolfson students compared with 80% college-wide; Recreation and Athletics received a 77.9% satisfaction rating compared with 83.1% college-wide; Career Planning received a 76.5% satisfaction rating compared with 82.7% college-wide; and Job Placement received a satisfaction rating of 63.1% compared with 69.8% college-wide.

Medical Center Campus had eight services used by more than 50% of the students including Campus Security and the Cafeteria, which are not among the high use services college-wide. The highest satisfaction rating was for the Library -- 89.8%. Campus Security was next and was rated at 89.1% satisfied compared with 83.4% college-wide. Advisement and Counseling received a 79.5% satisfaction rating compared with 74.2% college-wide. The Bookstore received a rating of 68.3% compared with 73.8% college-wide. The lowest rating is for the Cafeteria (45.8% satisfied) since the campus has a food service area but no real cafeteria. For services used by fewer than 50% of students, ratings for Recreation & Athletic Programs and Cultural Programs and Events are much lower than college-wide due to less emphasis placed on these services on Medical Center Campus. Job Placement received a much higher rating from Medical Center Campus students (75.7%) than the college-wide rating (69.8%).

For **Homestead Campus**, only six services were used by more than 50% of students. The highest satisfaction rating was reported for the Reading, Writing, Math, or Study Skills Labs – 92.4%, well above the college-wide rating of 87.1%. Admissions and Registration received a 91.5% satisfaction rating compared with 86.4% college-wide. Advisement and Counseling received a satisfaction rating of 85.6% compared with 74.2% college-wide. The Bookstore received the lowest satisfaction rating in this group-60.8% compared with 73.8% college-wide. For services used by fewer than 50% of students, Job Placement received a satisfaction rating of 88.9% compared with 69.8% college-wide; and finally, the Cafeteria (or food service area perceived as a cafeteria by students) received a rating of 67.6% compared with 75.6% college-wide.

For **InterAmerican Campus,** there were eight services used by more than 50% of the students, with Campus Security receiving the highest satisfaction rating (89.8% compared with 83.4% college-wide). Financial Aid received a rating of 84.4% satisfied compared with 71.4% college-wide, while the Library received a rating of 82.4% compared with 88.7% college-wide. The Bookstore was the lowest rated of the high use services with 73.6% satisfied. For services used by fewer than 50% of students, Job Placement received a satisfaction rating of 75.8% compared with 69.8% college-wide; the Cafeteria (or food service area perceived as a cafeteria by students) received a rating of 81.9% compared with 75.6% college-wide, and Recreation and Athletic Programs received a rating of 75% compared with 83.1% college-wide. Since the InterAmerican Campus is relatively new, some of these services are not fully established at the Campus and the satisfaction ratings should be viewed with this in mind.

Results by Part-Time and Full-Time Status of Respondents

Table 4 displays the college-wide satisfaction ratings of respondents by part-time and full-time status. With a few exceptions, ratings by part-time and full-time students are very similar. For services used by more than 50% of students, the ***Library*** is the highest rated item by both groups. The ***Testing Office***, ***Admissions & Registration***, and ***Study Skills Labs*** are all rated at over 80% satisfied for each group.

The percent of students who used ***Financial Aid Services*** is understandably lower for part-time students (58% vs. 66% for full-time students) due to credit load requirements for some types of aid. The level of satisfaction with financial aid services among part-time students who used the service is also lower (69% vs. 74% for full-time users).

The ***Cafeteria*** is among the high use services for full-time students (53.9% used) but not for part-time students (43.9% used). In spite of this, the satisfaction rating is slightly higher for part-time students (76.3% satisfied vs. 74.4% for full-time).

For services used by fewer than 50% of students, ***Tutoring Services*** had about the same usage for part-time and full-time students (25%), but the level of satisfaction is higher among full-time students (82% vs. 78% for part-time students). Perhaps full-time students find it easier to schedule tutoring sessions since they presumably spend more time on campus than part-time students.

In contrast, part-time students seem to be somewhat more satisfied with the ***Recreation and Athletic Programs*** (84% vs. 81% for full-time students) although they participate at about the same rate (14% vs. 13% for full-time students).

Job Placement Services were slightly more likely to be used by full-time respondents (18% vs. 16% for part-time students), but the level of satisfaction with the service was higher among part-time students who used the service (71% vs. 67% for full-time students).

Campus Security was slightly more likely to be used by full-time students (39% vs. 37% for part-time students), and they reported a higher level of satisfaction with the service (86% vs. 81% for part-time students).

Results by When Students Take Classes

Table 5 displays the service ratings given by respondents by when they report taking most of their classes. With the exception of students reporting that they take most of their classes on the weekends, the usage rate and satisfaction ratings are very similar. No notable differences in the rate at which students access services and report satisfaction with the service received was apparent between students taking most of their classes in the mornings, afternoons, or evenings. Students who reported taking most of their classes on the weekends had a lower rate of accessing services and, for some services, a lower satisfaction level. The number of students in this category is very small, however, so results should be interpreted cautiously.

Part II: Student Agreement with Statements Related to Services and Support Provided by Miami-Dade Community College

For this section students were asked to indicate their level of agreement with twelve statements related to services and support provided by M-DCC. Most of these items were taken from a previous Enrolled Student Survey conducted by Institutional Research and reported in RR No. 94-10R. The response scale was modified for this survey to include an 'unable to rate' response. Since the previous survey did not include this option, it is believed that most students who really did not feel able to rate the item left it blank, chose 'uncertain', or arbitrarily selected another response instead. The response choices 'strongly agree' and 'strongly disagree' were also omitted for the current survey. Since these responses were collapsed into one reported agree or disagree rate in the previous survey report, some comparisons can be made between agreement ratings obtained in the 1994 survey and those obtained in the current survey. These comparisons should be made cautiously however, since the response scale was not exactly the same.

College-Wide Agreement Ratings

College-wide agreement ratings are reported in Table 6. Results are sorted high-to-low based on the percent of students agreeing with the statement.

The majority of students (69%) agreed that M-DCC has ***a flexible schedule of courses offered at a variety of times throughout the day and during the week.*** This is similar to the 72% agreement rating reported by students in the previous survey.

Sixty-three percent of students agreed that M-DCC has ***computers and other equipment to support my program.*** This compares with the 69% agreement rating from the previous survey.

The majority of students (60%) agreed that M-DCC has ***faculty members who are accessible.*** In the previous survey, 64% of students agreed with this statement.

Most students (56%) agreed that M-DCC has ***a library that meets the students' needs.*** This compares with the 66% agreement rating obtained in the previous Enrolled Student Survey.

Slightly more than half (52%) of the students agreed that M-DCC has ***an advising program focused on the student's academic and overall curriculum requirements.*** This compares with the 60% agreement obtained in the previous survey.

Forty-nine percent of students agreed that M-DCC has ***faculty members who care about my progress and want me to succeed.*** This item was taken from the previous Graduating Student Survey. In that survey, 55% of students agreed that the statement was true most of the time and an additional 35% agreed that it was true sometimes.

Thirty-five percent of students agreed that M-DCC has ***other personnel who care about my progress and want me to succeed.*** This item was also taken from the previous Graduating Student Survey, in which 40% of students agreed that the statement was true most of the time and an additional 39% agreed that it was true sometimes.

Thirty percent of students agreed that M-DCC has ***adequate transportation to and from the campus*** and 41% were unable to rate the statement. This compares with 43% agreement indicated by students in the previous survey.

Approximately 25% of students agreed that M-DCC has ***an excellent career counseling program*** compared with 46% in the previous survey. Thirty-one percent of the students were unable to rate this statement and 32% were uncertain.

Approximately 23% of students agreed that M-DCC has ***programs leading directly to a job*** and a large percentage of students (43%) were unable to rate the statement. In the previous Enrolled Student Survey, 37% of students agreed with this statement.

A large percentage of students (45%) were unable to rate the statement that M-DCC has ***an excellent job placement program.*** Of those who were able to rate, 17% agreed with the statement compared with 33% in the previous survey.

The majority of students (57%) were unable to rate the statement that M-DCC has ***an adequate child care program.*** Of those who were able to rate the statement, 15% agreed. In the previous survey, the item simply asked students if they agreed that M-DCC had a child care program and to this statement, 35% agreed.

Campus Agreement Ratings

North Campus results are presented in Table 7. Agreement ratings for North Campus were similar to the college-wide ratings with two notable exceptions. Sixty-one percent of North Campus students agreed that the library meets the students' needs compared with 56% of students college-wide. Students on North Campus were less likely to agree that M-DCC has 'computers and other equipment to support my program' (57% vs. 63% college-wide).

Table 8 displays **Kendall Campus** results. The campus results mirror college-wide results with the exception of the percent of Kendall Campus students who agreed that M-DCC has 'a flexible schedule of courses offered at a variety of times throughout the day and during the week' (76% vs. 69% college-wide).

Wolfson Campus results are presented in Table 9. With two exceptions, the Wolfson Campus results are very similar to college-wide agreement ratings. Wolfson Campus students were less likely to agree that the library meets the students' needs (50% vs. 56% college-wide) and much more likely to agree that transportation to and from the campus is adequate (42% vs. 30% college-wide).

Agreement ratings for **Medical Center Campus** are displayed in Table 10. Given the specialized nature of the Medical Center Campus, it is not surprising that agreement ratings for a number of items differed significantly from college-wide ratings. Students at Medical Center Campus were more likely to agree that M-DCC has 'computers and other equipment to support my needs' (74% vs. 63% college-wide), 'faculty members who are accessible' (67% vs. 60% college-wide), 'a library that meets the students' needs' (63% vs. 56% college-wide), 'faculty members who care about my progress and want me to succeed' (63% vs. 49% college-wide), 'other personnel who care about my progress and want me to succeed' (47% vs. 35% college-wide), and 'programs leading directly to a job' (41% vs. 23% college-wide). Medical Center students were less likely to agree that M-DCC has a flexible schedule of courses (47% vs. 69% college-wide), and that transportation to and from the campus is adequate (23% vs. 30% college-wide).

Table 11 displays the agreement ratings for the **Homestead Campus**. Most agreement ratings for this campus were similar to college-wide ratings. Several differed at least five percentage points however. Students on Homestead Campus were more likely to agree that M-DCC has 'computers and other equipment to support my program' (71% vs. 63% college-wide), and that M-DCC has 'other personnel who care about my progress and want me to succeed' (53% vs. 35% college-wide). They were much less likely to agree that the schedule of courses is flexible (62% vs. 69% college-wide) and that transportation to and from the campus is adequate (17% vs. 30% college-wide).

InterAmerican Campus agreement ratings are presented in Table 12. Students at InterAmerican were more likely than students college-wide to agree that M-DCC has 'computers and other equipment to support my program' (70% vs. 63%), 'other personnel who care about my progress and want me to succeed' (43% vs. 35%), 'an excellent career counseling program' (39% vs. 25%), 'an excellent job placement program' (28% vs. 17%), 'programs leading directly to a job' (29% vs. 23%), and an 'adequate child care program' (25% vs. 15%). InterAmerican Campus students were less likely than students college-wide to agree that M-DCC has 'a library that meets the students' needs' (44% vs. 56%), and a flexible schedule of courses (63% vs. 69%).

Part III: Overall Satisfaction Rating

In the final question on the survey, students were asked to rate their overall satisfaction with Miami-Dade Community College. College-wide and campus results are presented in Table 13. Overall, students enrolled at M-DCC appear to be quite satisfied with their experiences at the College – **85% report being satisfied** with 23% of those 'very satisfied'. Overall satisfaction ratings vary somewhat by campus and the reader is invited to review these results.

Part IV: Student Comments

Students were given the opportunity to write comments on anything they wished at the end of the survey. Approximately 200 comments were received in the Institutional Research office from North, Kendall, and Medical Center Campus students. While the comments covered a wide range of topics, many targeted specific M-DCC service areas or grouped around common themes. These services and themes follow:

Bookstore:

- **(24 comments)**

The bookstore received more comments than any other service area. Most of the comments were directed toward the prices of books with students complaining that books are too expensive. Many comments were also received about the lines and crowding in the bookstore, especially at the beginning of the terms.

Financial Aid:

- **(21 comments)**

Within the Financial Aid area, a number of students commented on the length of time it takes to receive service and have applications processed. In addition, students were concerned about the equity of the award process and wished that more money was available. They also suggested that the financial aid application process should be put on the Internet to be more efficient.

Faculty & Quality of Instruction:

- **(20 comments)**

More than 20 comments were received which specifically addressed faculty and the quality of instruction at M-DCC. A number of students noted that M-DCC faculty are excellent - highly qualified, caring, and helpful. Others commented that faculty should be more thorough, patient, and interested in motivating students. Still others felt that teaching methods should be changed and that professors should be on-line daily to be more accessible to students. The need for treating students with respect and recognizing the other commitments and responsibilities that adult students have was mentioned several times. And finally, one student hoped that teacher evaluations were really read and taken seriously by faculty.

Advisement and Counseling:

- **(18 comments)**

Many students commented on advisement and counseling at M-DCC offering suggestions such as having students make appointments to see advisors to minimize lines, providing more assistance to students in choosing a major, and being more careful in advising students to take courses which count toward their degrees and which will transfer to universities. In addition, students who provided comments wanted advisors to be more organized, knowledgeable, and willing to spend time with the students.

Admission and Registration:

- **(15 comments)**

Most of the students commenting on admission and registration services seem to perceive the services as disorganized. They complained about getting the 'run around' and being rushed by registration staff. Among suggestions offered are to print pre- and co-requisites in the schedule of courses to assist students in registration, and to print teacher's names in the schedule.

Cafeteria:

- **(15 comments)**

Students complained about the prices in the cafeteria, saying they are too expensive. They also expressed interest in having outside food vendors like McDonald's on campus.

Facilities and Parking:

- **(15 comments)**

The comments received in this area varied by campus. Medical Center Campus students requested better shuttle service, Kendall Campus students wanted another outreach center like the West Dade Center to be established, and North Campus students suggested that the school's appearance could be better. Students on Kendall and Medical Center Campuses complained about lack of adequate parking facilities.

Academic Requirements:

- **(12 comments)**

Within this topic students commented on the rigorous, demanding nature of some of the courses required for their specific degree programs, although several acknowledged that challenging courses were exciting. Several students complained about the time required to complete needed college preparatory courses, as well as concern over taking courses that would not be accepted when transferring to a university. One student suggested that the 'entrance exam' should be reformed to better place students according to their ability level and another felt that students should be graded on progress and effort, in addition to achievement, in college preparatory courses.

Campus Life/Student Activities:

- **(10 comments)**

Most of the comments in this area came from Kendall Campus students who were suggesting that more student activities should be scheduled, a student center or meeting place should be established, and more clubs and social events should be available to students.

Communication:

- **(10 comments)**

A number of comments were received about the need for better communication with students. Several students felt that it was very confusing trying to get the information they needed from M-DCC and said they heard most of the information needed 'through the grapevine'. Students commented on 'getting the run around', and the need for staff who are better trained and able to accurately answer questions.

Schedule:

- **(9 comments)**

Most of the comments received in this area were requesting additional evening and weekend course offerings. One student suggested expanding the courses offered during the spring/summer terms and another hoped for more courses offered through the Internet.

Academic and Support Labs:

- **(8 comments)**

Several students requested that the lab hours be extended and include weekends to accommodate the schedules of students who work. Others complained that too many lab assignments were required and that the labs themselves were too crowded.

Library:

- **(6 comments)**

The comments received about the libraries generally acknowledged the good work of library personnel, but called for increased funding to enhance and update the collection of books and the library facilities.

Table 1

Demographics of the Sample Compared to

Fall Term 1998-1 Students at Miami-Dade

SAMPLE (N = 5,118)			FALL TERM 1998-1 ENROLLMENT		
	Number	Percent		Number	Percent
Course Campus of Respondent			**Headcount by Course Campus - Duplicated Across Locations**		
North	1,131	23.7%	North	16,728	32.2%
Kendall	1,611	33.7%	Kendall	18,393	35.4%
Wolfson	878	18.4%	Wolfson	9,065	17.5%
Medical Center	406	8.5%	Medical Center	2,186	4.2%
Homestead	340	7.1%	Homestead	1,695	3.3%
InterAmerican Center	410	8.6%	InterAmerican Center	3,852	7.4%
Total	4,776	100.0%	Total	51,919	100.0%
Gender			**Gender**		
Male	2,057	40.5%	Male	19,342	40.8%
Female	3,025	59.5%	Female	28,122	59.2%
Total	5,082	100.0%	Total	47,464	100.0%
Ethnicity			**Ethnicity**		
White Non-Hispanic	655	12.9%	White Non-Hispanic	6,448	13.6%
Black Non-Hispanic	1,062	20.9%	Black Non-Hispanic	10,082	21.2%
Hispanic	2,951	58.1%	Hispanic	29,968	63.1%
Other	408	8.0%	Other	966	2.0%
Total	5,076	100.0%	Total	47,464	100.0%
Number of Credits Completed			**Number of Credits Completed**		
None	1,330	26.2%	None	8,648	18.2%
1 - 11	653	12.9%	1 - 11	4,636	9.8%
12 - 24	885	17.4%	12 - 24	7,405	15.6%
25 - 59	1,571	31.0%	25 - 59	15,709	33.1%
60+	636	12.5%	60+	11,066	23.3%
Total	5,075	100.0%	Total	47,464	100.0%
Enrollment Status			**Enrollment Status**		
Full-Time	2,142	42.2%	Full-Time	14,740	31.1%
Part-Time	2,939	57.8%	Part-Time	32,724	68.9%
Total	5,081	100.0%	Total	47,464	100.0%

Table 2

Additional Characteristics of the Sample

	Number	Percent
When Students Take Classes		
Mostly Mornings	2,974	60.2%
Mostly Afternoons	612	12.4%
Mostly Evenings	1,287	26.1%
Mostly Weekends	67	1.4%
Total	4,940	100.0%
How Many Credits Usually Taken by Semester		
1 - 6	1,113	21.9%
7 - 11	1,826	35.9%
12 or More	2,142	42.2%
Total	5,081	100.0%
Degree Sought by Respondents		
Vocational Certificate	80	1.8%
College Credit Certificate	67	1.5%
Associate in Arts	2,844	64.5%
Associate in Science	1,282	29.1%
Other	136	3.1%
Total	4,409	100.0%
Employment Status of Respondents (Number of Hours Worked per Week)		
None	1,121	22.0%
1 - 20	771	15.1%
21 - 34	1,085	21.3%
35 - 39	573	11.2%
40 or More	1,545	30.3%
Total	5,095	100.0%
Grade Point Average		
<2.0	301	6.3%
2.0 - 2.49	919	19.1%
2.5 - 2.99	1,631	33.9%
3.0 - 3.49	1,250	26.0%
3.5+	704	14.7%
Total	4,805	100.0%
Total Annual Household Income		
Less Than $10,000	846	17.1%
$10,000 - $20,000	1,157	23.4%
$20,001 - $30,000	1,017	20.6%
$30,001 - $40,000	739	15.0%
More Than $40,000	1,183	23.9%
Total	4,942	100.0%
Highest Educational Level of Either Parent		
Less Than H.S. Graduate	866	17.1%
H.S. Graduate	1,770	34.9%
Associate Degree	746	14.7%
Bachelors Degree	1,013	20.0%
Other	672	13.3%
Total	5,067	100.0%

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Table 3
Ratings of M-DCC Services
College-Wide and by Campus

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
College-Wide											
Library	3,755	74.5%	88.7%	3,332	66.2%	423	8.4%	1,063	21.1%	219	4.3%
Testing Office	2,834	56.4%	87.5%	2,479	49.3%	355	7.1%	1,123	22.4%	1,067	21.2%
Reading, Writing, Math, or Study Skills Labs	3,102	61.8%	87.1%	2,701	53.8%	401	8.0%	1,468	29.2%	449	8.9%
Admissions & Registration	4,540	90.2%	86.4%	3,923	78.0%	617	12.3%	254	5.0%	238	4.7%
Advisement & Counseling	3,869	77.0%	74.2%	2,869	57.1%	1,000	19.9%	868	17.3%	286	5.7%
Bookstore	4,563	91.2%	73.8%	3,368	67.3%	1,195	23.9%	287	5.7%	153	3.1%
Financial Aid	2,999	59.7%	71.4%	2,142	42.6%	857	17.1%	1,781	35.5%	243	4.8%
Cultural Programs and Events	698	13.9%	87.5%	611	12.1%	87	1.7%	2,050	40.7%	2,288	45.4%
Campus Security	1,858	37.0%	83.4%	1,549	30.9%	309	6.2%	2,507	50.0%	652	13.0%
Recreation & Athletic Programs	685	13.6%	83.1%	569	11.3%	116	2.3%	2,345	46.6%	2,005	39.8%
Career Planning	888	17.6%	82.7%	734	14.6%	154	3.1%	1,881	37.4%	2,266	45.0%
Tutoring	1,227	24.4%	80.0%	982	19.5%	245	4.9%	2,484	49.4%	1,314	26.1%
Cafeteria	2,391	47.6%	75.6%	1,807	36.0%	584	11.6%	1,703	33.9%	924	18.4%
Job Placement	808	16.1%	69.8%	564	11.2%	244	4.9%	2,009	40.0%	2,204	43.9%
North Campus											
Library	928	77.9%	91.6%	850	71.3%	78	6.5%	236	19.8%	28	2.3%
Admissions & Registration	1,072	89.6%	88.0%	943	78.8%	129	10.8%	71	5.9%	54	4.5%
Reading, Writing, Math, or Study Skills Labs	761	63.9%	87.5%	666	55.9%	95	8.0%	334	28.0%	96	8.1%
Testing Office	779	65.4%	87.2%	679	57.0%	100	8.4%	261	21.9%	151	12.7%
Advisement & Counseling	892	75.1%	73.5%	656	55.3%	236	19.9%	222	18.7%	73	6.1%
Financial Aid	799	67.0%	72.1%	576	48.3%	223	18.7%	345	28.9%	48	4.0%
Bookstore	1,105	93.6%	68.7%	759	64.3%	346	29.3%	51	4.3%	25	2.1%
Recreation & Athletic Programs	158	13.2%	91.1%	144	12.1%	14	1.2%	619	51.9%	416	34.9%
Cultural Programs and Events	159	13.3%	89.3%	142	11.9%	17	1.4%	530	44.5%	503	42.2%
Career Planning	278	23.3%	86.7%	241	20.2%	37	3.1%	443	37.2%	471	39.5%
Tutoring	252	21.2%	82.1%	207	17.4%	45	3.8%	560	47.2%	375	31.6%
Campus Security	395	33.2%	78.5%	310	26.1%	85	7.1%	659	55.4%	135	11.4%
Cafeteria	536	45.1%	78.2%	419	35.3%	117	9.8%	514	43.3%	138	11.6%
Job Placement	207	17.4%	69.6%	144	12.1%	63	5.3%	461	38.8%	519	43.7%

Table 3
(continued)
Ratings of M-DCC Services
College-Wide and by Campus

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
Kendall Campus											
Library	1,281	72.6%	89.6%	1,148	65.1%	133	7.5%	431	24.4%	52	2.9%
Reading, Writing, Math, or Study Skills Labs	1,004	57.2%	87.9%	883	50.3%	121	6.9%	620	35.3%	132	7.5%
Testing Office	897	51.1%	86.7%	778	44.3%	119	6.8%	428	24.4%	432	24.6%
Admissions & Registration	1,607	91.6%	86.2%	1,385	79.0%	222	12.7%	83	4.7%	64	3.6%
Bookstore	1,617	92.1%	79.9%	1,292	73.6%	325	18.5%	103	5.9%	35	2.0%
Cafeteria	1,013	57.6%	79.9%	809	46.0%	204	11.6%	651	37.0%	94	5.3%
Advisement & Counseling	1,411	80.3%	70.7%	998	56.8%	413	23.5%	270	15.4%	77	4.4%
Cultural Programs and Events	201	11.4%	93.0%	187	10.6%	14	0.8%	766	43.5%	794	45.1%
Recreation & Athletic Programs	239	13.6%	84.9%	203	11.5%	36	2.0%	982	55.7%	542	30.7%
Career Planning	230	13.0%	83.5%	192	10.9%	38	2.2%	720	40.8%	813	46.1%
Campus Security	495	28.2%	81.2%	402	22.9%	93	5.3%	1,016	57.9%	243	13.9%
Tutoring	310	17.6%	80.0%	248	14.1%	62	3.5%	952	54.1%	498	28.3%
Job Placement	226	12.8%	69.5%	157	8.9%	69	3.9%	763	43.4%	770	43.8%
Financial Aid	818	46.6%	63.8%	522	29.8%	296	16.9%	847	48.3%	89	5.1%
Wolfson Campus											
Testing Office	597	66.1%	87.3%	521	57.7%	76	8.4%	152	16.8%	154	17.1%
Library	683	75.2%	84.9%	580	63.9%	103	11.3%	169	18.6%	56	6.2%
Reading, Writing, Math, or Study Skills Labs	578	64.0%	83.2%	481	53.3%	97	10.7%	228	25.2%	97	10.7%
Admissions & Registration	809	89.1%	82.2%	665	73.2%	144	15.9%	48	5.3%	51	5.6%
Bookstore	818	90.7%	76.5%	626	69.4%	192	21.3%	53	5.9%	31	3.4%
Advisement & Counseling	708	78.6%	75.3%	533	59.2%	175	19.4%	135	15.0%	58	6.4%
Financial Aid	603	66.7%	74.8%	451	49.9%	152	16.8%	261	28.9%	40	4.4%
Campus Security	349	38.7%	84.8%	296	32.8%	53	5.9%	406	45.0%	147	16.3%
Cultural Programs and Events	161	17.8%	82.6%	133	14.7%	28	3.1%	368	40.7%	376	41.5%
Recreation & Athletic Programs	131	14.4%	77.9%	102	11.2%	29	3.2%	400	44.1%	377	41.5%
Cafeteria	390	43.1%	76.9%	300	33.2%	90	10.0%	312	34.5%	202	22.3%
Career Planning	179	19.8%	76.5%	137	15.1%	42	4.6%	337	37.2%	389	43.0%
Tutoring	212	23.3%	69.3%	147	16.2%	65	7.2%	491	54.0%	206	22.7%
Job Placement	203	22.4%	63.1%	128	14.1%	75	8.3%	410	45.3%	293	32.3%

Table 3
(continued)
Ratings of M-DCC Services
College-Wide and by Campus

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
Medical Center Campus											
Library	342	85.9%	89.8%	307	77.1%	35	8.8%	44	11.1%	12	3.0%
Campus Security	221	55.4%	89.1%	197	49.4%	24	6.0%	148	37.1%	30	7.5%
Reading, Writing, Math, or Study Skills Labs	201	50.8%	85.1%	171	43.2%	30	7.6%	135	34.1%	60	15.2%
Admissions & Registration	356	90.4%	84.3%	300	76.1%	56	14.2%	19	4.8%	19	4.8%
Advisement & Counseling	234	58.6%	79.5%	186	46.6%	48	12.0%	134	33.6%	31	7.8%
Financial Aid	291	72.9%	69.1%	201	50.4%	90	22.6%	90	22.6%	18	4.5%
Bookstore	369	92.9%	68.3%	252	63.5%	117	29.5%	13	3.3%	15	3.8%
Cafeteria	238	60.1%	45.8%	109	27.5%	129	32.6%	87	22.0%	71	17.9%
Testing Office	162	40.8%	89.5%	145	36.5%	17	4.3%	127	32.0%	108	27.2%
Tutoring	157	39.4%	83.4%	131	32.9%	26	6.5%	192	48.2%	49	12.3%
Career Planning	60	15.0%	83.3%	50	12.5%	10	2.5%	166	41.4%	175	43.6%
Cultural Programs and Events	49	12.2%	79.6%	39	9.7%	10	2.5%	160	39.8%	193	48.0%
Recreation & Athletic Programs	38	9.5%	71.1%	27	6.8%	11	2.8%	137	34.3%	224	56.1%
Job Placement	37	9.3%	75.7%	28	7.1%	9	2.3%	164	41.3%	196	49.4%
Homestead Campus											
Reading, Writing, Math, or Study Skills Labs	263	72.3%	92.4%	243	66.8%	20	5.5%	73	20.1%	28	7.7%
Admissions & Registration	330	91.4%	91.5%	302	83.7%	28	7.8%	14	3.9%	17	4.7%
Library	271	75.1%	88.9%	241	66.8%	30	8.3%	71	19.7%	19	5.3%
Advisement & Counseling	299	82.4%	85.6%	256	70.5%	43	11.8%	44	12.1%	20	5.5%
Financial Aid	212	58.6%	75.0%	159	43.9%	53	14.6%	131	36.2%	19	5.2%
Bookstore	332	92.5%	60.8%	202	56.3%	130	36.2%	16	4.5%	11	3.1%
Testing Office	179	49.4%	89.4%	160	44.2%	19	5.2%	57	15.7%	126	34.8%
Job Placement	36	9.9%	88.9%	32	8.8%	4	1.1%	76	20.9%	252	69.2%
Cultural Programs and Events	43	11.8%	88.4%	38	10.4%	5	1.4%	93	25.5%	229	62.7%
Tutoring	156	43.1%	84.6%	132	36.5%	24	6.6%	145	40.1%	61	16.9%
Recreation & Athletic Programs	39	10.7%	84.6%	33	9.1%	6	1.7%	86	23.7%	238	65.6%
Campus Security	172	47.8%	82.0%	141	39.2%	31	8.6%	155	43.1%	33	9.2%
Career Planning	42	11.6%	78.6%	33	9.1%	9	2.5%	76	20.9%	245	67.5%
Cafeteria	37	10.3%	67.6%	25	6.9%	12	3.3%	48	13.3%	275	76.4%

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Table 3
(continued)
Ratings of M-DCC Services
College-Wide and by Campus

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
InterAmerican Campus											
Campus Security	226	54.7%	89.8%	203	49.2%	23	5.6%	123	29.8%	64	15.5%
Admissions & Registration	366	87.6%	89.6%	328	78.5%	38	9.1%	19	4.5%	33	7.9%
Testing Office	220	53.1%	89.1%	196	47.3%	24	5.8%	98	23.7%	96	23.2%
Reading, Writing, Math, or Study Skills Labs	295	72.1%	87.1%	257	62.8%	38	9.3%	78	19.1%	36	8.8%
Financial Aid	276	67.0%	84.4%	233	56.6%	43	10.4%	107	26.0%	29	7.0%
Library	250	60.4%	82.4%	206	49.8%	44	10.6%	112	27.1%	52	12.6%
Advisement & Counseling	325	78.3%	73.8%	240	57.8%	85	20.5%	63	15.2%	27	6.5%
Bookstore	322	78.7%	73.6%	237	57.9%	85	20.8%	51	12.5%	36	8.8%
Cultural Programs and Events	85	20.7%	84.7%	72	17.5%	13	3.2%	133	32.4%	193	47.0%
Tutoring	140	34.2%	83.6%	117	28.6%	23	5.6%	144	35.2%	125	30.6%
Cafeteria	177	43.0%	81.9%	145	35.2%	32	7.8%	91	22.1%	144	35.0%
Career Planning	99	24.1%	81.8%	81	19.7%	18	4.4%	139	33.8%	173	42.1%
Job Placement	99	24.3%	75.8%	75	18.4%	24	5.9%	135	33.1%	174	42.6%
Recreation & Athletic Programs	80	19.6%	75.0%	60	14.7%	20	4.9%	121	29.6%	208	50.9%

Table 4

Ratings of M-DCC Services by Part- and Full-Time Students

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
Part-Time											
Library	1,932	72.5%	88.4%	1,708	64.1%	224	8.4%	597	22.4%	137	5.1%
Testing Office	1,475	55.6%	88.3%	1,303	49.1%	172	6.5%	608	22.9%	571	21.5%
Admissions & Registration	2,366	88.7%	86.7%	2,051	76.9%	315	11.8%	151	5.7%	149	5.6%
Reading, Writing, Math, or Study Skills Labs	1,670	62.8%	85.9%	1,435	53.9%	235	8.8%	759	28.5%	232	8.7%
Bookstore	2,383	89.9%	73.8%	1,759	66.3%	624	23.5%	175	6.6%	94	3.5%
Advisement & Counseling	2,063	77.6%	73.4%	1,514	56.9%	549	20.6%	444	16.7%	152	5.7%
Financial Aid	1,544	58.0%	69.2%	1,068	40.1%	476	17.9%	974	36.6%	145	5.4%
Cultural Programs and Events	336	12.6%	87.2%	293	11.0%	43	1.6%	1,104	41.3%	1,230	46.1%
Recreation & Athletic Programs	371	13.9%	84.1%	312	11.7%	59	2.2%	1,214	45.5%	1,084	40.6%
Career Planning	462	17.3%	83.3%	385	14.4%	77	2.9%	987	37.0%	1,218	45.7%
Campus Security	970	36.5%	81.0%	786	29.5%	184	6.9%	1,355	50.9%	335	12.6%
Tutoring	663	24.9%	78.1%	518	19.5%	145	5.5%	1,251	47.0%	745	28.0%
Cafeteria	1,169	43.9%	76.3%	892	33.5%	277	10.4%	974	36.6%	519	19.5%
Job Placement	432	16.2%	71.3%	308	11.6%	124	4.7%	1,048	39.4%	1,183	44.4%
Full-Time											
Library	1,568	80.1%	88.6%	1,389	70.9%	179	9.1%	336	17.2%	54	2.8%
Reading, Writing, Math, or Study Skills Labs	1,232	63.1%	87.4%	1,077	55.1%	155	7.9%	553	28.3%	168	8.6%
Testing Office	1,161	59.3%	86.3%	1,002	51.1%	159	8.1%	409	20.9%	389	19.9%
Admissions & Registration	1,799	92.4%	86.2%	1,550	79.6%	249	12.8%	80	4.1%	69	3.5%
Advisement & Counseling	1,526	78.1%	75.0%	1,144	58.5%	382	19.5%	328	16.8%	101	5.2%
Cafeteria	1,050	53.9%	74.4%	781	40.1%	269	13.8%	572	29.4%	325	16.7%
Financial Aid	1,290	66.1%	74.0%	955	48.9%	335	17.2%	589	30.2%	73	3.7%
Bookstore	1,817	93.4%	72.9%	1,325	68.1%	492	25.3%	85	4.4%	44	2.3%
Cultural Programs and Events	317	16.2%	86.4%	274	14.0%	43	2.2%	766	39.2%	872	44.6%
Campus Security	763	39.2%	85.7%	654	33.6%	109	5.6%	934	48.0%	248	12.8%
Tutoring	487	24.9%	81.9%	399	20.4%	88	4.5%	1,028	52.6%	441	22.5%
Career Planning	373	19.1%	81.8%	305	15.6%	68	3.5%	718	36.7%	866	44.3%
Recreation & Athletic Programs	262	13.4%	80.9%	212	10.8%	50	2.6%	931	47.6%	763	39.0%
Job Placement	340	17.5%	67.1%	228	11.7%	112	5.8%	787	40.4%	820	42.1%

Table 5

Ratings of M-DCC Services by When Students Take Classes

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
Mostly Mornings											
Library	2,119	77.9%	89.0%	1,886	69.3%	233	8.6%	513	18.9%	89	3.3%
Reading, Writing, Math, or Study Skills Labs	1,702	62.8%	87.5%	1,489	55.0%	213	7.9%	772	28.5%	235	8.7%
Testing Office	1,586	58.4%	87.4%	1,386	51.0%	200	7.4%	599	22.1%	530	19.5%
Admissions & Registration	2,455	90.6%	86.8%	2,131	78.7%	324	12.0%	132	4.9%	122	4.5%
Advisement & Counseling	2,092	77.2%	75.5%	1,580	58.3%	512	18.9%	454	16.8%	164	6.1%
Cafeteria	1,445	53.3%	74.8%	1,081	39.9%	364	13.4%	876	32.3%	388	14.3%
Bookstore	2,494	92.2%	74.3%	1,852	68.4%	642	23.7%	133	4.9%	79	2.9%
Financial Aid	1,757	64.7%	71.4%	1,254	46.2%	503	18.5%	834	30.7%	124	4.6%
Cultural Programs and Events	388	14.3%	86.3%	335	12.3%	53	1.9%	1,141	41.9%	1,191	43.8%
Career Planning	536	19.7%	84.9%	455	16.7%	81	3.0%	1,038	38.2%	1,146	42.1%
Campus Security	1,040	38.3%	83.7%	870	32.1%	170	6.3%	1,345	49.6%	327	12.1%
Recreation & Athletic Programs	372	13.7%	82.0%	305	11.2%	67	2.5%	1,295	47.6%	1,051	38.7%
Tutoring	672	24.8%	79.8%	536	19.8%	136	5.0%	1,400	51.6%	641	23.6%
Job Placement	479	17.6%	68.1%	326	12.0%	153	5.6%	1,118	41.2%	1,117	41.2%
Mostly Afternoons											
Reading, Writing, Math, or Study Skills Labs	326	59.8%	88.0%	287	52.7%	39	7.2%	177	32.5%	42	7.7%
Library	392	71.9%	87.0%	341	62.6%	51	9.4%	138	25.3%	15	2.8%
Testing Office	289	53.1%	86.9%	251	46.1%	38	7.0%	122	22.4%	133	24.4%
Admissions & Registration	487	89.0%	85.0%	414	75.7%	73	13.3%	29	5.3%	31	5.7%
Cafeteria	280	51.5%	76.1%	213	39.2%	67	12.3%	178	32.7%	86	15.8%
Bookstore	480	88.9%	72.5%	348	64.4%	132	24.4%	45	8.3%	15	2.8%
Advisement & Counseling	421	77.2%	72.2%	304	55.8%	117	21.5%	101	18.5%	23	4.2%
Financial Aid	285	52.3%	70.5%	201	36.9%	84	15.4%	231	42.4%	29	5.3%
Cultural Programs and Events	72	13.2%	87.5%	63	11.6%	9	1.7%	209	38.3%	264	48.4%
Recreation & Athletic Programs	78	14.3%	84.6%	66	12.1%	12	2.2%	269	49.3%	199	36.4%
Campus Security	181	33.5%	82.3%	149	27.6%	32	5.9%	285	52.8%	74	13.7%
Tutoring	117	21.5%	80.3%	94	17.3%	23	4.2%	297	54.6%	130	23.9%
Career Planning	87	16.0%	79.3%	69	12.7%	18	3.3%	196	36.0%	261	48.0%
Job Placement	79	14.6%	73.4%	58	10.7%	21	3.9%	222	41.0%	240	44.4%

Table 5
(continued)
Ratings of M-DCC Services by When Students Take Classes

Services Provided by the College	Number Who Used Service	Percent Who Used Service	Percent of Users Who Were Satisfied	Responses: Used and Satisfied		Used and Dissatisfied		Knew But Did Not Use		Did Not Know About Service	
				Number	Percent	Number	Percent	Number	Percent	Number	Percent
Mostly Evenings											
Testing Office	650	55.8%	88.0%	572	49.1%	78	6.7%	262	22.5%	252	21.6%
Library	848	72.5%	87.9%	745	63.7%	103	8.8%	247	21.1%	74	6.3%
Admissions & Registration	1,059	90.7%	86.6%	917	78.5%	142	12.2%	55	4.7%	54	4.6%
Reading, Writing, Math, or Study Skills Labs	764	65.2%	83.6%	639	54.6%	125	10.7%	301	25.7%	106	9.1%
Bookstore	1,053	90.7%	72.6%	764	65.8%	289	24.9%	71	6.1%	37	3.2%
Financial Aid	663	57.0%	72.5%	481	41.3%	182	15.6%	445	38.2%	56	4.8%
Advisement & Counseling	937	80.2%	71.4%	669	57.2%	268	22.9%	177	15.1%	55	4.7%
Cultural Programs and Events	163	13.9%	89.6%	146	12.5%	17	1.5%	449	38.4%	558	47.7%
Recreation & Athletic Programs	158	13.5%	84.8%	134	11.4%	24	2.0%	505	43.1%	508	43.4%
Campus Security	455	39.1%	82.6%	376	32.3%	79	6.8%	553	47.5%	157	13.5%
Tutoring	315	27.0%	80.3%	253	21.7%	62	5.3%	492	42.2%	360	30.8%
Cafeteria	403	34.6%	80.1%	323	27.7%	80	6.9%	433	37.1%	330	28.3%
Career Planning	179	15.3%	79.3%	142	12.1%	37	3.2%	411	35.2%	579	49.5%
Job Placement	174	14.3%	70.7%	123	10.5%	51	4.4%	426	36.5%	566	48.5%
Mostly Weekends											
Library	37	66.1%	91.9%	34	60.7%	3	5.4%	13	23.2%	6	10.7%
Testing Office	30	53.6%	90.0%	27	48.2%	3	5.4%	14	25.0%	12	21.4%
Admissions & Registration	47	82.5%	89.4%	42	73.7%	5	8.8%	5	8.8%	5	8.8%
Advisement & Counseling	43	76.8%	83.7%	36	64.3%	7	12.5%	10	17.9%	3	5.4%
Bookstore	50	89.3%	74.0%	37	66.1%	13	23.2%	3	5.4%	3	5.4%
Financial Aid	35	62.5%	54.3%	19	33.9%	16	28.6%	18	32.1%	3	5.4%
Cultural Programs and Events	9	16.1%	88.9%	8	14.3%	1	1.8%	22	39.3%	25	44.6%
Career Planning	9	16.1%	88.9%	8	14.3%	1	1.8%	18	32.1%	29	51.8%
Reading, Writing, Math, or Study Skills Labs	24	43.6%	87.5%	21	38.2%	3	5.5%	23	41.8%	8	14.5%
Job Placement	10	17.9%	80.0%	8	14.3%	2	3.6%	18	32.1%	28	50.0%
Cafeteria	17	30.4%	76.5%	13	23.2%	4	7.1%	21	37.5%	18	32.1%
Recreation & Athletic Programs	8	14.3%	75.0%	6	10.7%	2	3.6%	25	44.6%	23	41.1%
Campus Security	16	28.6%	68.8%	11	19.6%	5	8.9%	31	55.4%	9	16.1%
Tutoring	12	21.4%	58.3%	7	12.5%	5	8.9%	25	44.6%	19	33.9%

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Table 6

Student Agreement with Statements Related to Services and Support

College-Wide

	Ratings									
	Disagree		Uncertain		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
A flexible schedule of courses offered at a variety of times throughout the day and during the week	646	13.0%	701	14.1%	3,439	**69.0%**	198	4.0%	4,984	100.0%
Computers and other equipment to support my program	360	7.2%	796	16.0%	3,151	**63.4%**	661	13.3%	4,968	100.0%
Faculty members who are accessible	507	10.2%	1,033	20.8%	2,972	**59.8%**	461	9.3%	4,973	100.0%
A library that meets the students' needs	541	10.9%	935	18.8%	2,774	**55.8%**	720	14.5%	4,970	100.0%
An advising program focused on the student's academic and overall curriculum requirements	549	11.1%	1,142	23.0%	2,556	**51.5%**	716	14.4%	4,963	100.0%
Faculty members who care about my progress and want me to succeed	616	12.4%	1,397	28.1%	2,428	**48.8%**	531	10.7%	4,972	100.0%
Other personnel who care about my progress and want me to succeed	681	13.8%	1,505	30.4%	1,752	**35.4%**	1,010	20.4%	4,948	100.0%
Adequate transportation to and from the campus	497	10.1%	979	19.8%	1,454	**29.5%**	2,007	40.7%	4,937	100.0%
An excellent career counseling program	656	13.3%	1,558	31.5%	1,222	**24.7%**	1,512	30.6%	4,948	100.0%
Programs leading directly to a job	356	7.2%	1,304	26.3%	1,157	**23.4%**	2,138	43.1%	4,955	100.0%
An excellent job placement program	435	8.8%	1,426	28.9%	852	**17.3%**	2,219	45.0%	4,932	100.0%
An adequate child care program	248	5.0%	1,134	23.0%	762	**15.4%**	2,793	56.6%	4,937	100.0%

Table 7
Student Agreement with Statements Related to Services and Support
North Campus

	Ratings									
	Disagree		Uncertain		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
A flexible schedule of courses offered at a variety of times throughout the day and during the week	147	12.4%	144	12.2%	830	**70.2%**	62	5.2%	1,183	100.0%
A library that meets the students' needs	99	8.4%	199	16.9%	719	**60.9%**	164	13.9%	1,181	100.0%
Computers and other equipment to support my program	98	8.3%	209	17.8%	667	**56.8%**	200	17.0%	1,174	100.0%
Faculty members who are accessible	126	10.7%	260	22.0%	661	**55.9%**	135	11.4%	1,182	100.0%
An advising program focused on the student's academic and overall curriculum requirements	144	12.2%	254	21.5%	573	**48.6%**	208	17.6%	1,179	100.0%
Faculty members who care about my progress and want me to succeed	145	12.3%	334	28.3%	539	**45.7%**	161	13.7%	1,179	100.0%
Other personnel who care about my progress and want me to succeed	148	12.6%	355	30.2%	393	**33.4%**	280	23.8%	1,176	100.0%
Adequate transportation to and from the campus	92	7.9%	238	20.3%	359	**30.7%**	481	41.1%	1,170	100.0%
An excellent career counseling program	153	13.0%	361	30.7%	286	**24.4%**	374	31.9%	1,174	100.0%
Programs leading directly to a job	77	6.6%	309	26.3%	255	**21.7%**	532	45.4%	1,173	100.0%
An adequate child care program	39	3.3%	255	21.8%	193	**16.5%**	685	58.4%	1,172	100.0%
An excellent job placement program	99	8.5%	321	27.5%	180	**15.4%**	568	48.6%	1,168	100.0%

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Table 8

Student Agreement with Statements Related to Services and Support

Kendall Campus

	Ratings									
	Disagree		Uncertain		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
A flexible schedule of courses offered at a variety of times throughout the day and during the week	160	9.1%	211	12.1%	1,325	**75.7%**	55	3.1%	1,751	100.0%
Computers and other equipment to support my program	98	5.6%	291	16.7%	1,075	**61.6%**	282	16.2%	1,746	100.0%
Faculty members who are accessible	164	9.4%	349	20.0%	1,061	**60.8%**	171	9.8%	1,745	100.0%
A library that meets the students' needs	176	10.1%	299	17.1%	991	**56.7%**	282	16.1%	1,748	100.0%
An advising program focused on the student's academic and overall curriculum requirements	191	10.9%	378	21.6%	937	**53.6%**	241	13.8%	1,747	100.0%
Faculty members who care about my progress and want me to succeed	228	13.1%	518	29.7%	810	**46.5%**	187	10.7%	1,743	100.0%
Other personnel who care about my progress and want me to succeed	265	15.3%	559	32.3%	536	**31.0%**	368	21.3%	1,728	100.0%
Adequate transportation to and from the campus	122	7.0%	309	17.8%	448	**25.8%**	856	49.3%	1,735	100.0%
An excellent career counseling program	211	12.1%	519	29.9%	376	**21.6%**	632	36.4%	1,738	100.0%
Programs leading directly to a job	92	5.3%	435	25.0%	335	**19.3%**	877	50.4%	1,739	100.0%
An excellent job placement program	123	7.1%	463	26.7%	264	**15.2%**	884	51.0%	1,734	100.0%
An adequate child care program	64	3.7%	359	20.7%	201	**11.6%**	1,109	64.0%	1,733	100.0%

Table 9
Student Agreement with Statements Related to Services and Support
Wolfson Campus

	Ratings									
	Disagree		Uncertain		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
A flexible schedule of courses offered at a variety of times throughout the day and during the week	103	11.5%	135	15.1%	620	**69.2%**	38	4.2%	896	100.0%
Computers and other equipment to support my program	74	8.3%	127	14.3%	583	**65.5%**	106	11.9%	890	100.0%
Faculty members who are accessible	93	10.5%	209	23.6%	504	**56.8%**	81	9.1%	887	100.0%
A library that meets the students' needs	127	14.2%	183	20.5%	446	**50.0%**	136	15.2%	892	100.0%
An advising program focused on the student's academic and overall curriculum requirements	99	11.1%	228	25.5%	446	**49.9%**	121	13.5%	894	100.0%
Faculty members who care about my progress and want me to succeed	111	12.5%	249	28.0%	436	**49.0%**	94	10.6%	890	100.0%
Adequate transportation to and from the campus	101	11.3%	172	19.3%	374	**42.0%**	243	27.3%	890	100.0%
Other personnel who care about my progress and want me to succeed	124	13.9%	262	29.3%	329	**36.8%**	180	20.1%	895	100.0%
An excellent career counseling program	125	14.1%	294	33.1%	212	**23.9%**	256	28.9%	887	100.0%
Programs leading directly to a job	81	9.1%	246	27.6%	204	**22.9%**	360	40.4%	891	100.0%
An excellent job placement program	92	10.4%	276	31.2%	180	**20.4%**	336	38.0%	884	100.0%
An adequate child care program	47	5.3%	207	23.3%	165	**18.6%**	468	52.8%	887	100.0%

Table 10

Student Agreement with Statements Related to Services and Support

Medical Center Campus

	Ratings									
	Disagree		Uncertain		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Computers and other equipment to support my program	32	8.1%	52	13.2%	291	**73.7%**	20	5.1%	395	100.0%
Faculty members who are accessible	52	13.1%	66	16.6%	267	**67.3%**	12	3.0%	397	100.0%
A library that meets the students' needs	45	11.4%	75	19.0%	250	**63.3%**	25	6.3%	395	100.0%
Faculty members who care about my progress and want me to succeed	51	12.8%	81	20.4%	248	**62.5%**	17	4.3%	397	100.0%
An advising program focused on the student's academic and overall curriculum requirements	37	9.5%	89	22.9%	208	**53.6%**	54	13.9%	388	100.0%
A flexible schedule of courses offered at a variety of times throughout the day and during the week	110	28.4%	84	21.6%	182	**46.9%**	12	3.1%	388	100.0%
Other personnel who care about my progress and want me to succeed	53	13.6%	107	27.5%	182	**46.8%**	47	12.1%	389	100.0%
Programs leading directly to a job	33	8.5%	98	25.1%	161	**41.3%**	98	25.1%	390	100.0%
An excellent career counseling program	58	14.9%	146	37.5%	99	**25.4%**	86	22.1%	389	100.0%
Adequate transportation to and from the campus	84	21.6%	85	21.9%	88	**22.6%**	132	33.9%	389	100.0%
An excellent job placement program	36	9.3%	142	36.7%	54	**14.0%**	155	40.1%	387	100.0%
An adequate child care program	35	9.0%	122	31.4%	49	**12.6%**	183	47.0%	389	100.0%

Table 11

Student Agreement with Statements Related to Services and Support

Homestead Campus

	Ratings									
	Disagree		Uncertain		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Computers and other equipment to support my program	20	5.6%	60	16.7%	254	**70.8%**	25	7.0%	359	100.0%
Faculty members who are accessible	28	7.8%	73	20.4%	229	**64.0%**	28	7.8%	358	100.0%
A flexible schedule of courses offered at a variety of times throughout the day and during the week	59	16.3%	63	17.4%	226	**62.4%**	14	3.9%	362	100.0%
A library that meets the students' needs	27	7.5%	90	25.1%	195	**54.3%**	47	13.1%	359	100.0%
Faculty members who care about my progress and want me to succeed	30	8.4%	105	29.3%	190	**53.1%**	33	9.2%	358	100.0%
Other personnel who care about my progress and want me to succeed	30	8.4%	105	29.3%	190	**53.1%**	33	9.2%	358	100.0%
An advising program focused on the student's academic and overall curriculum requirements	32	8.9%	91	25.3%	189	**52.5%**	48	13.3%	360	100.0%
An excellent career counseling program	37	10.3%	123	34.4%	92	**25.7%**	106	29.6%	358	100.0%
Programs leading directly to a job	32	8.9%	83	23.1%	86	**23.9%**	159	44.2%	360	100.0%
An excellent job placement program	29	8.1%	100	27.9%	63	**17.5%**	167	46.5%	359	100.0%
Adequate transportation to and from the campus	44	12.4%	83	23.3%	60	**16.9%**	169	47.5%	356	100.0%
An adequate child care program	29	8.1%	80	22.3%	56	**15.6%**	193	53.9%	358	100.0%

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Table 12

Student Agreement with Statements Related to Services and Support

InterAmerican Campus

	Ratings									
	Disagree		Uncertain		Agree		Unable to Rate		Total	
M-DCC has.....	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Computers and other equipment to support my program	38	9.4%	57	14.1%	281	**69.6%**	28	6.9%	404	100.0%
A flexible schedule of courses offered at a variety of times throughout the day and during the week	67	16.6%	64	15.8%	256	**63.4%**	17	4.2%	404	100.0%
Faculty members who are accessible	44	10.9%	76	18.8%	250	**61.9%**	34	8.4%	404	100.0%
An advising program focused on the student's academic and overall curriculum requirements	46	11.6%	102	25.8%	203	**51.4%**	44	11.1%	395	100.0%
Faculty members who care about my progress and want me to succeed	51	12.6%	110	27.2%	205	**50.6%**	39	9.6%	405	100.0%
A library that meets the students' needs	67	17.0%	89	22.5%	173	**43.8%**	66	16.7%	395	100.0%
Other personnel who care about my progress and want me to succeed	56	14.0%	108	27.0%	172	**43.0%**	64	16.0%	400	100.0%
An excellent career counseling program	72	17.9%	115	28.6%	157	**39.1%**	58	14.4%	402	100.0%
Adequate transportation to and from the campus	54	13.6%	92	23.2%	125	**31.5%**	126	31.7%	397	100.0%
Programs leading directly to a job	41	10.2%	133	33.1%	116	**28.9%**	112	27.9%	402	100.0%
An excellent job placement program	56	14.0%	124	31.0%	111	**27.8%**	109	27.3%	400	100.0%
An adequate child care program	34	8.5%	111	27.9%	98	**24.6%**	155	38.9%	398	100.0%

Table 13
Overall Satisfaction Rating
College-Wide and by Campus

	Responses											
	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied		Uncertain		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
College-Wide	1,115	23.4%	2,927	61.3%	255	5.3%	96	2.0%	378	7.9%	4,771	100.0%
North	235	20.8%	687	60.8%	69	6.1%	25	2.2%	114	10.1%	1,130	100.0%
Kendall	368	21.9%	1,077	64.1%	83	4.9%	33	2.0%	119	7.1%	1,680	100.0%
Wolfson	240	27.4%	491	56.1%	47	5.4%	17	1.9%	80	9.1%	875	100.0%
Medical Center	67	18.5%	238	65.6%	21	5.8%	8	2.2%	29	8.0%	363	100.0%
Homestead	80	23.5%	225	66.0%	15	4.4%	1	0.3%	20	5.9%	341	100.0%
InterAmerican	125	32.7%	209	54.7%	20	5.2%	12	3.1%	16	4.2%	382	100.0%

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Appendix A

ENROLLED STUDENT SURVEY

Miami-Dade Community College is conducting a survey of students to collect information that will help improve the quality of programs and services. Please answer the following questions based on your experiences at M-DCC on the answer sheet provided. We appreciate your input and comments!

1. Are you seeking a degree from Miami-Dade?
   a. Yes
   b. No (if no, skip to question #3)

2. If yes, which of the following are you seeking?
   a. Associate in Arts
   b. Associate in Science
   c. Vocational Certificate
   d. College Certificate
   e. Other

3. If you take <u>most</u> of your classes at one of the following locations, please indicate which one. If not, please leave blank and skip to question #4.
   a. North Campus
   b. Kendall Campus
   c. Wolfson Campus
   d. Medical Center Campus
   e. Homestead Campus

4. If you take <u>most</u> of your classes at one of the following locations, please indicate which one. If you selected a campus in question #3 please skip to question #5.
   a. InterAmerican Campus
   b. Hialeah Center
   c. Entrepreneurial Education Center
   d. Other outreach center

5. When do you take <u>most</u> of your classes?
   a. Morning
   b. Afternoon
   c. Evening
   d. Weekend

6. How many credits do you usually take each semester?
   a. 1-6
   b. 7-11
   c. 12 or more

7. How many credits have you completed at Miami-Dade?
   a. None
   b. 1 - 11
   c. 12 - 24
   d. 25 - 59
   e. 60 or more

8. What is your GPA?
   a. Below 2.0
   b. 2.0-2.49
   c. 2.5-2.99
   d. 3.0-3.49
   e. 3.5 and above

9. What is your ethnic background?
   a. Asian/Pacific Islander/American Indian
   b. Black non-Hispanic
   c. Hispanic
   d. White non-Hispanic
   e. Other

10. What is your gender?
   a. Male
   b. Female

11. How many hours are you employed each week?
   a. None
   b. 1 - 20
   c. 21 - 34
   d. 35 - 39
   e. 40 or more

12. What is the total annual income in your home (from all sources)?
   a. less than $10,000
   b. $10,001 - $20,000
   c. $20,001 - $30,000
   d. $30,001 - $40,000
   e. more than $40,000

13. What is the highest level of education attained by either of your parents?
   a. Less than high school graduate
   b. High school graduate
   c. Associate degree
   d. Bachelors degree
   e. Other

Please rate the following services using the scale provided below.

1 = Did not know about service
2 = Knew about service but did not use
3 = Used service and was satisfied
4 = Used service and was dissatisfied

14. Admissions and registration
15. Financial aid
16. Advisement and Counseling
17. Testing Office
18. Library
19. Bookstore

20. Reading, writing, mathematics, or study skills labs
21. Tutoring
22. Recreation and athletic programs
23. Cultural programs and events
24. Career planning
25. Job placement
26. Cafeteria
27. Campus security

Please use the scale below to respond to the following statements.

1 = Mostly agree
2 = Neither agree nor disagree
3 = Mostly disagree
4 = Unable to rate

Miami-Dade Community College has:

28. an advising program focused on the student's academic and overall curriculum requirements.
29. an excellent career counseling program.
30. an excellent job placement program.
31. programs leading directly to a job.
32. an adequate childcare program.
33. a library that meets the students' needs.
34. adequate transportation to and from the campus.
35. a flexible schedule of courses offered at a variety of times throughout the day and during the week.
36. computers and other equipment to support my program.
37. faculty members who are accessible (office hours, appointments).
38. faculty who care about my progress and want me to succeed.
39. other personnel who care about my progress and want me to succeed.

40. How satisfied are you with M-DCC?
    a. Very satisfied
    b. Satisfied
    c. Dissatisfied
    d. Very dissatisfied
    e. Uncertain

Please use the remaining space provided on this survey to make any comments you would like about M-DCC. Thank you for your participation.

Miami-Dade Community College

MIAMI-DADE IS AN EQUAL ACCESS/EQUAL OPPORTUNITY COMMUNITY COLLEGE
AND DOES NOT DISCRIMINATE ON THE BASIS OF HANDICAP. 4/88